

Resetting Your I-SMART Password and PIN



Figure 1 – I-SMART Logon Screen

You can still reset your Password and Pin while in I-SMART and the system will automatically request that you reset your Password and PIN periodically, but now you will have an option to reset your Password and PIN if you have forgotten them. When resetting an I-SMART Password or PIN, you must always reset both.

**REMEMBER: Protect your logon. This is like your signature.
Everything you do in I-SMART will be recorded with your user ID.**

Implementing the Resetting Password/PIN feature:

1. When you first logon to I-SMART after the latest release has been applied, you will be asked to choose a security question and an answer to your selected security question. This will be used by I-SMART when you click on the [Forgot your Password/PIN?](#) link on the I-SMART logon screen (see Figure 1 above).

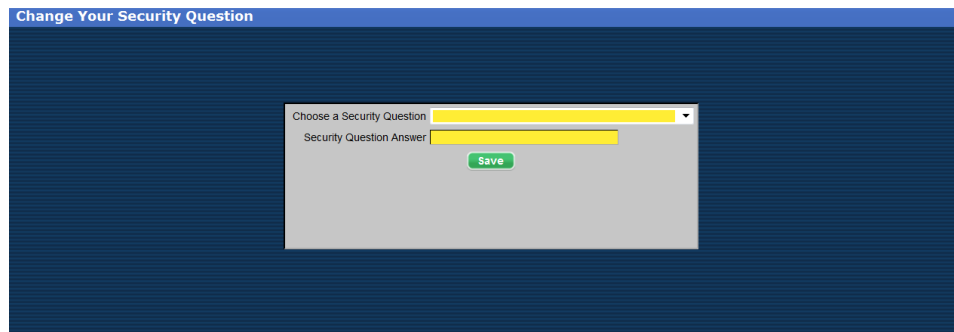


Figure 2 - Selecting a Security Question and Answer Screen

To select a security question, click on the down arrow in the dropdown list and select (click on) one of the available security questions listed below.

What year did you get married?
 What month did you get married?
 Which high school did you attend?
 Who is your favorite musician?
 Where is your favorite restaurant?
 What is your mother's maiden name?
 What's the name of the city you were born?
 What's your father's middle name?
 What's your favorite team?
 What breed is your dog?
 Where did you go for vacation last year?
 Where did you go for your honeymoon?
 Where do you want to retire?
 What was your first car?

Figure 3 - List of System Security Questions

The selected security question will be displayed in the Choose a Security Question dropdown list box.

2. Tab to the Security Question Answer text box and enter your response. Your answer is not case sensitive. Remember, whatever you enter in this text box will be the response that I-SMART will use to validate your identity, so if you enter “*xY#%>{Wyou*” as a response to “Who is your favorite musician?”, then that is the response that will be required for you to reset your Password and PIN.

Figure 4 - Security Question Answer Screen

3. Click on Save (green) button. On the top of the next screen you see, you will see the information comment *Security Question/Answer Successfully Changed*. This means that you have successfully set up your Reset Password/PIN feature.

NOTE1: When your Password/PIN is reset, you will receive a NOREPLY email with a I-SMART generated password and PIN. Follow the procedure for resetting your Password/PIN when your System Administrator assigns you're a new Password/PIN.

NOTE2: Check with your System Administrator to ensure your email address is correct.

Resetting Your Password/PIN from the I-SMART Logon Screen:



Figure 5 – I-SMART Logon Screen

1. Enter your User ID. You must enter your personal User ID in the User ID textbox.
2. Click on the [Forgot your Password/PIN?](#) link.
3. The Security Answer Response screen (See Figure 6) will be displayed. Enter your answer to the security question in the Answer text box and click on the Go (blue) button.

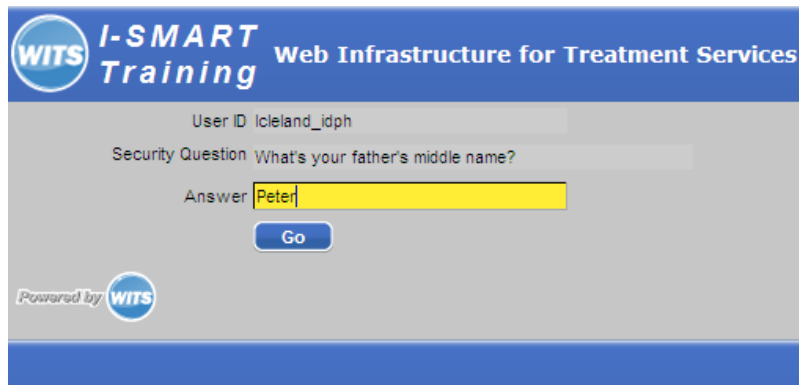


Figure 6 - Security Answer Response Screen

4. You will see a Password/Pin confirmation screen (see Figure 7) displayed.



Figure 7 - Password/PIN Reset Confirmation Screen

Your I-SMART generated Password/PIN will be sent to you via email to the email address specified in your Staff Profile in WITS.

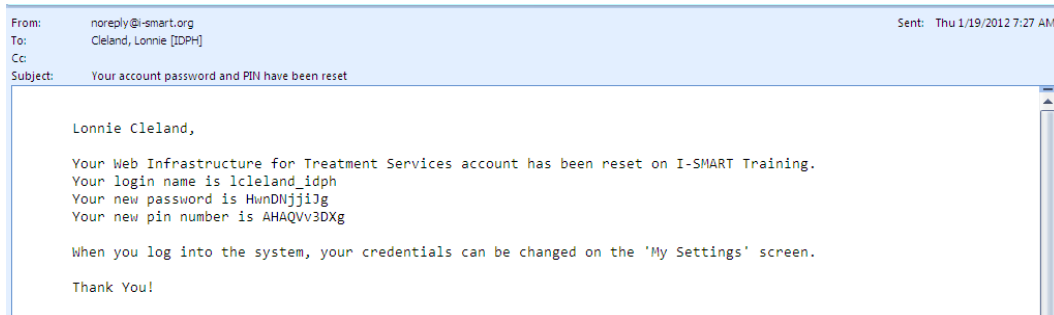



Figure 8 - Sample NOREPLY Email

5. Using the I-SMART generated Password and PIN in the NOREPLY email (See Figure 8 above), reset your Password and PIN by doing the following:
 - a. Open your NOREPLY email.
 - b. Open the I-SMART logon screen.
 - c. Enter your User IDs in the User ID text box.
 - d. Copy the NOREPLY email Password.
 - e. Paste the copied email Password into the Password textbox in the WITS Logon screen (see Figure 9).

Figure 9 - Change Password Screen

- f. Enter your own Password in the New Password textbox in the Change Password screen. Your password must contain at least six (6) upper and/or lower case characters one of which must be a number. Your password is case sensitive.
- g. Re-enter your Password in the Confirm New Password text box in the Change Password screen and click on the Save (green) button. If your Confirm New Password is not exactly the same as your New Password, you will get the following error message  **Password and Password Confirmation Do Not Match**. Re-enter your Confirm New Password and/or New Password or both and click the Save button.
- h. When you have successfully changed your password, the Change Your PIN screen (see Figure 10) will be displayed.

Information Password Successfully Changed.

Change Your Pin

Paste the PIN copied from the NOREPLY email here.

Current PIN


New PIN

Confirm New PIN

Save

Figure 10 - Change Your PIN Screen

Copy the PIN from the NOREPLY email and paste it into the Current PIN textbox field in the Change Your PIN screen.

- i. Enter your own PIN in the New PIN textbox in the Change Your PIN screen. Your PIN must contain at least six (6) upper and/or lower case character, one of which must be a number. In addition, your PIN cannot be the same your Password. Your PIN is also case sensitive.
- j. Re-enter your New PIN the Confirm New PIN textbox and click on the Save (green) button. If your Confirm New PIN does not match your New PIN, you will get the following error message  **PIN and PIN Confirmation Do Not Match**. Re-enter your Confirm New PIN and/or New PIN or both and click the Save button.
- k. When you have successfully changed your PIN, your Home Page will be displayed with PIN Successfully Changed message (See Figure 11).

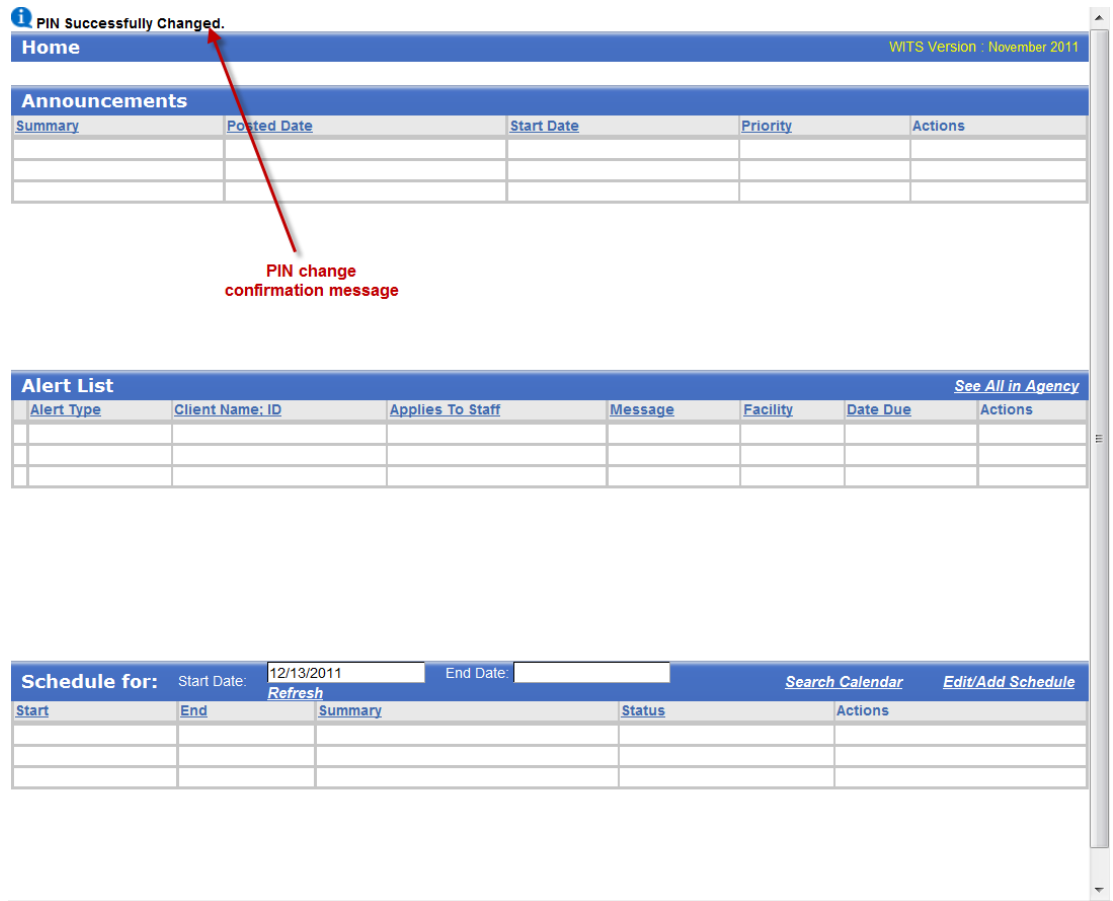


Figure 11 - WITS Home Page Screen

Changing Your Security Question/Answer:

You can change your Security Question/Answer at any time while you are logged onto WITS.

1. Click on the My Setting menu pick in I-SMART Main Menu located on the left side of screen to display the Change Security Question option.

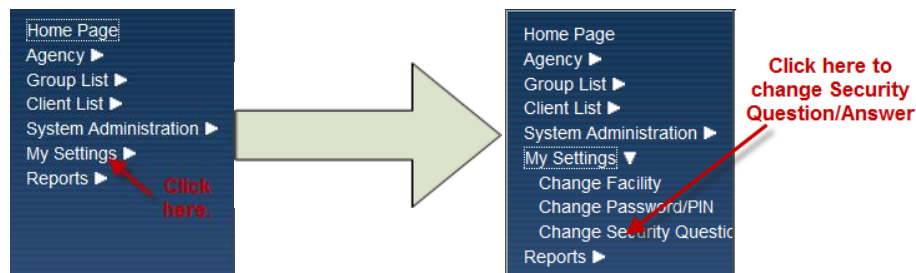


Figure 12 – WITS My Setting Expansion

2. Click on the Change Security Question menu pick. The Change Your Security Question will be displayed with your current security displayed in the Choose a Security Question dropdown list box.

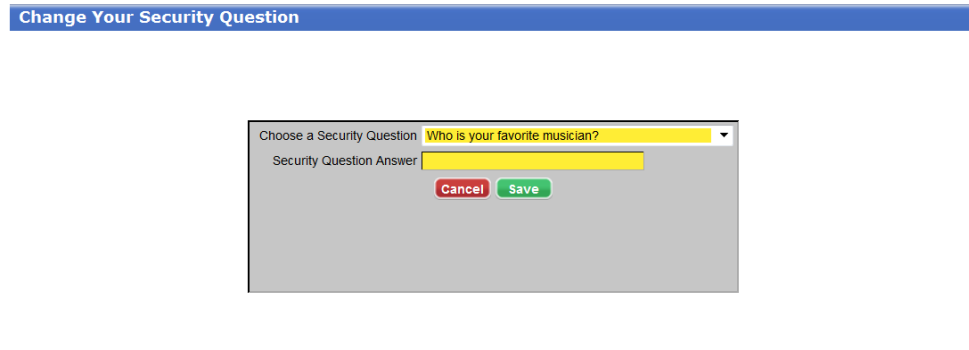


Figure 13 - Change Your Security Question Screen

3. You can Choose a(nother) Security Question with a new Security Question Answer or enter another Security Question Answer to your current Security Question. Click the Save (green) button to complete changing your new Security Question/Security Question Answer.

Additional Notes:

1. You still have only three (3) attempts to log into I-SMART. After the third attempt, your account will be disabled and the [Forgot your Password/PIN?](#) link will not work. To enable your logon, you must call your System Administrator or Supervisor.
2. You can still change your Password and PIN at any time while in I-SMART.
3. You can still call your System Administrator or Supervisor to Reset (your) Credentials.
4. You must know your User ID. If you do not, call your System Administrator or Supervisor.